

## JOB DESCRIPTION

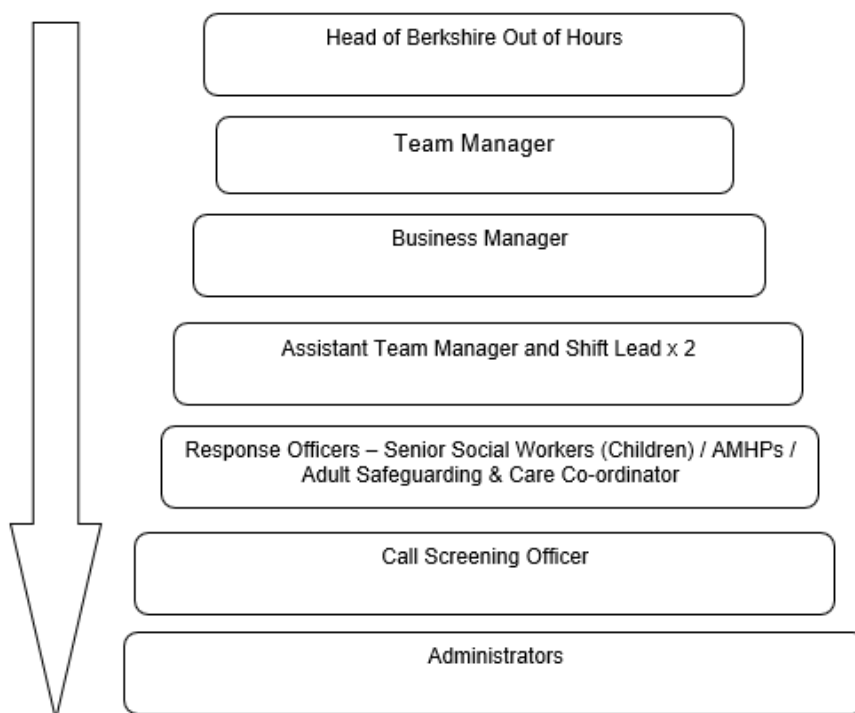
<b>Job Title:</b>	Call Screening Officer		
<b>Directorate:</b>	People	<b>Salary:</b>	£30,024 - £35,412FTE Plus £729 London Weighting
<b>Section:</b>	Berkshire Emergency Duty Service	<b>Grade:</b>	BG-H, SCP15-24
<b>Location:</b>	Waterside Park	<b>Work Style:</b>	Fixed

### Key Objectives of the role

The Berkshire Emergency Duty Service is the primary contact for members of the public and professionals who have concerns about a child or vulnerable adult's welfare and safety outside of normal office hours, as well as an out of hours Appropriate Adult Service that provides a response to vulnerable Adults/Children and Young People who find themselves in police custody.

As a Call Screening Officer you will be the first point of contact for members of the public and partner agencies with enquiries or concerns around social care emergencies. You will need to be able to take relevant information and accurately record this in a timely manner. You must be able to prioritise and work under pressure as we are a fast-paced emergency service.

### Designation of post and position within departmental structure



### Daily and monthly responsibilities

1. To be part of the team who provide crisis social work intervention in partnership with partner safeguarding agencies 365 days a year. The hours that are covered are weekends, Bank Holidays, Christmas Day, Boxing Day and New Years' Day.
2. To act as the single point of contact for members of the public and partner agencies who may have concerns over a child, young person or vulnerable adult.
3. To process calls from professionals and families concerning children and adults in a timely and efficient manner.
4. Responsible for entering details of all initial enquiries and contacts onto the EDS electronic system and uploading associated documentation.
5. To undertake checks of databases of the six Local Authorities.
6. To upload warnings from Local Authorities and partner agencies. To continuously check the Emergency Duty Email box for any other Warnings.
7. Provide accurate signposting information where appropriate to partner agencies and the voluntary sector.
8. Provide a professional and customer focused service to all callers ensuring that all enquiries are responded to sensitively and directed appropriately.
9. To arrange Appropriate Adults as requested or act as an Appropriate Adult (training provided) if called upon to do so.
10. To undertake joint visits with operational staff as and when required.
11. To attend regular supervision, Team meetings, Peer Group Supervision and the Reflective Practice Group.

### Scope of role

- No direct budgetary responsibility.
- The post holder will ensure that where they are collecting, calculating, recording, analysing or reporting data, it is accurate, reliable and consistent to ensure that decision-making processes are based on the highest quality data in accordance with the Council's Data Quality Statement. The post holder will also ensure that sensitive and personal data is handled in accordance with data protection legislation and Council policy.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<ul style="list-style-type: none"> <li>• Experience of front-facing customer service.</li> <li>• High standard of English language and literacy – educated to at least ‘O’ level, GCSE or equivalent.</li> <li>• Experience of Microsoft Word</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ III or evidenced equivalent experience to role</li> </ul>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> <li>• Ability to record, update and prioritise referrals in line with the services policies and procedures</li> <li>• Effective written, verbal and presentation skills and a demonstrable ability to write clear, concise and accurate reports</li> <li>• Ability to manage and prioritise own workload</li> <li>• Competency in IT</li> </ul>	<ul style="list-style-type: none"> <li>• An awareness of societal issues in relation to safeguarding of children and adults</li> </ul>
<b>Work-related Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Calm, patient and assertive under pressure</li> <li>• Empathy</li> <li>• Confident with individuals and groups</li> <li>• Open-minded with non-judgemental attitudes</li> <li>• Attention to detail</li> <li>• Flexible approach</li> <li>• Commitment to equal opportunities and Anti-Discriminatory Practice</li> </ul>	
<b>Other Work Requirements</b>	<ul style="list-style-type: none"> <li>• A satisfactory Enhanced Disclosure and Barring Service check.</li> <li>• Full UK driving licence and regular access to a vehicle.</li> </ul>	
<b>Role models and demonstrates the Council’s values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

**All staff should hold a duty and commitment to observing the Council’s Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

